

It is my belief that in order for full, equivalent access to be a reality for Deaf and Hard of Hearing individuals, Video Relay Service needs to be mandatory. In regards to the "10-minute" rule, there are particular situations in which the caller may actually be better served by having a switch of communication agents occur prior to 10 minutes. For instance, in situations where the agent is not able to understand the caller or has personal experiences, like rape or sexual assault, where processing the call is actually unhealthy and does not serve the needs of the caller well. I also strongly encourage the FCC to allow "pre-conferencing" with the caller and with other communication agents. While I understand the emphasis and priority placed on confidentiality, and rightfully so, it is imperative for a communication agent in this particular service to have information about the nature of the call to provide seamless communication between both parties. Without pre-conferencing, the caller truly suffers.